

August 20, 1998

ENROLLMENT COORDINATOR

1. PURPOSE: This Veterans Health Administration (VHA) directive establishes an “Enrollment Coordinator” at each VA medical care facility and outlines the duties and responsibilities of the position.

2. POLICY: It is VHA’s policy to require that each medical care facility establish an Enrollment Coordinator to facilitate all administrative aspects of the enrollment process and appropriate eligibility reform provisions as outlined in Public Law 104-262, The Veterans Health Care Eligibility Reform Act of 1996. The Enrollment Coordinator will serve as the facility liaison on all administrative matters relating to the enrollment program and will be assigned responsibility for, but not limited to:

a. Establishing procedures to ensure all “front-line” employees involved with veteran patient contact receive ongoing training and regular status briefings.

b. Ensuring local and network policies and procedures are in place consistent with national policies.

c. Serving as the subject matter expert on all enrollment administrative issues for first-line, middle and senior facility management officials.

d. Briefing local Veterans Service Organizations (VSOs) and congressional officials on a regular basis regarding enrollment issues.

e. Coordinating the implementation of all enrollment software changes to Veterans Health Information Systems Technology Architecture (VISTA) with the Information Resource Management Staff.

f. Ensuring a communication plan, coordinated through VHA Headquarters, is developed at the local facility level to disseminate at a minimum:

(1) Employee newsletters.

(2) Information provided to local VSOs for inclusion in their newsletters and other publications.

(3) Enrollment posters, handouts, and other informational material.

3. ACTION: The medical facility Director will ensure that full implementation of the “Enrollment Coordinators” position will take place on or before October 1, 1998.

THIS VHA DIRECTIVE EXPIRES AUGUST 20, 2003

VHA DIRECTIVE 98-037

August 20, 1998

4. REFERENCE: None.

5. FOLLOW-UP: The Director, Health Administration Service (10C3) is responsible for the contents of this Directive.

6. RESCISSION: This VHA Directive will expire on August 20, 2003.

S/ Thomas Garthwaite, M.D. for
Kenneth W. Kizer, M.D., M.P.H.
Under Secretary for Health

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